

publications are available electronically through the Internet, at <http://www.ftc.gov/>.

Employment Civil service registers are used in filling positions for economists, accountants, investigators, and other professional, administrative, and clerical personnel. The Federal Trade Commission employs a sizable number of attorneys under the excepted appointment procedure. All employment inquiries should be directed to the Director of Personnel, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2022.

General Inquiries Persons desiring information on consumer protection, restraint of trade questions, or to register a complaint, should contact the Federal Trade Commission or the nearest regional office.

Publications A copy of *Federal Trade Commission—"Best Sellers,"* which lists publications of interest to the general public, is available free upon request from the Public Reference Section, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2222. TTY, 202-326-2502.

For further information, contact the Director, Office of Public Affairs, Federal Trade Commission, Pennsylvania Avenue at Sixth Street NW., Washington, DC 20580. Phone, 202-326-2180.

GENERAL SERVICES ADMINISTRATION

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-708-5082

Administrator of General Services
Deputy Administrator
Chief of Staff
Associate Administrator for Equal Employment Opportunity
Associate Administrator for Enterprise Development
Associate Administrator for Public Affairs
Associate Administrator for Congressional and Intergovernmental Affairs
Associate Administrator for Management Services and Human Resources
Deputy Associate Administrator
Director of Human Resources
Director of Management Controls and Evaluation
Director of Management Services
Controller
Director of the Executive Secretariat
Chief Information Officer
Deputy Chief Information Officer
Director of Business Development
Assistant Chief Information Officer for Information Infrastructure and Support
Assistant Chief Information Officer for Planning and Information Architecture
Inspector General
Deputy Inspector General
Executive Assistant to the Inspector General

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Associate General Counsel for Personal Property	GEORGE BARCLAY, <i>Acting</i>
Associate General Counsel for Real Property	HARMON EGGERS, <i>Acting</i>

FEDERAL SUPPLY SERVICE

1941 Jefferson Davis Highway, Arlington, VA; Mailing address: Washington, DC 20406
Phone, 703-305-6667. Fax, 703-305-6577

Commissioner, Federal Supply Service	FRANK P. PUGLIESE, JR.
Deputy Commissioner	DONNA D. BENNETT
Chief of Staff	BARBARA VOGT
Comptroller	JON JORDAN
Director of Transportation Audits	JEFFREY W. THURSTON
Assistant Commissioner for Acquisition	WILLIAM N. GORMLEY
Assistant Commissioner for Business Management and Marketing	GARY FEIT
Assistant Commissioner for Contract Management	PATRICIA MEAD
Assistant Commissioner for Distribution Management	JOHN ROEHMER
Assistant Commissioner for FSS Information Systems	RAYMOND J. HANLEIN
Assistant Commissioner for Transportation and Property Management	DEIDKE HUBER, <i>Acting</i>

FEDERAL TELECOMMUNICATIONS SERVICE

Suite 210 North, 7799 Leesburg Pike, Falls Church, VA 22043
Phone, 703-285-1020

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Deputy Commissioner	JOHN OKAY
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Assistant Commissioner for Information Security	THOMAS R. BURKE
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Assistant Commissioner for Regional Services	MARGARET BINNS

Assistant Commissioner for Service Delivery	SANDRA BATES
Assistant Commissioner for Service Development	BRUCE BRIGNULL
Assistant Commissioner for Strategic Planning and Business Development	ABBY PIRNIE

PUBLIC BUILDINGS SERVICE

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-1100

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Deputy Commissioner	PAUL E. CHISTOLINI
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Acquisition Executive	GERALD ZAFFOS, <i>Acting</i>
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Assistant Commissioner for Portfolio Management	JUNE V. HUBER
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Assistant Commissioner for Property Development	JOHN A. PETKEWICH
Assistant Commissioner for Property Management	JAMES N. BARNARD, <i>Acting</i>

OFFICE OF GOVERNMENTWIDE POLICY

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-8880

Associate Administrator for Governmentwide Policy	G. MARTIN WAGNER
Chief of Staff	JOHN SINDELAR
Executive Officer	LELIA STEWART, <i>Acting</i>
Director, Committee Management Secretariat Staff	JAMES DEAN
Director, Information Systems Management Staff	MIKE MCNEILL
Director, Regulatory Information Service Center	MARK SCHOENBERG
Deputy Associate Administrator for Acquisition Policy	IDA M. USTAD
Deputy Associate Administrator for Information Technology	LARRY WOLFE, <i>Acting</i>
Deputy Associate Administrator for Intergovernmental Solutions	FRANCIS A. McDONOUGH
Deputy Associate Administrator for Real Property	DAVID L. BIBB

Deputy Associate Administrator for
Transportation and Personal Property

REBECCA R. RHODES

[For the General Services Administration statement of organization, see the *Code of Federal Regulations*, Title 41, Part 105–53]

The General Services Administration establishes policy for and provides economical and efficient management of Government property and records, including construction and operation of buildings; procurement and distribution of supplies; utilization and disposal of real and personal property; transportation, traffic, and communications management; and management of the governmentwide automatic data processing resources program. Its functions are carried out at three levels of organization: the central office, regional offices, and field activities.

The General Services Administration (GSA) was established by section 101 of the Federal Property and Administrative Services Act of 1949 (40 U.S.C. 751).

Acquisition Policy The Office of Acquisition Policy plans, directs, and coordinates a comprehensive, agencywide acquisition policy program, including the establishment of major agency acquisition goals and objectives.

The Office of Acquisition Policy has a major role in developing, maintaining, issuing, and administering guiding principles via the Federal Acquisition Regulation (FAR), which is applicable to all Federal agencies. It chairs the Civilian Agency Acquisition Council and provides administrative support through the FAR Secretariat. The Office develops GSA implementing and supplementing principles required by FAR, which is published as the General Services Administration Acquisition Regulation.

The Office manages the agency's internal system for the suspension and debarment of nonresponsive contractors and a governmentwide system for exchanging information on debarred, suspended, and ineligible parties. The Office also is responsible for overseeing the agency's acquisition information system and serves as agency coordinator for the Federal Procurement Data System.

The Office's Federal Acquisition Institute fosters and promotes governmentwide career management and training programs to develop a professional workforce and coordinates governmentwide studies to improve the procurement process.

For further information, call 202–501–1043.

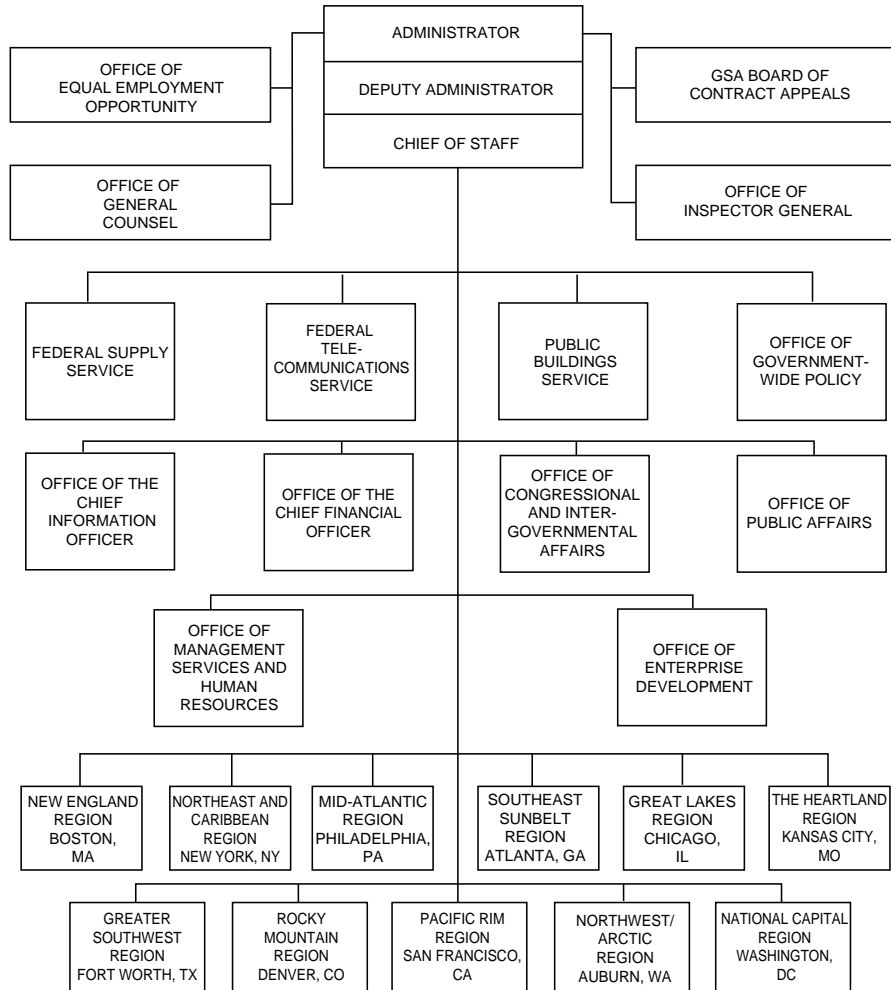
Enterprise Development The mission of the Office of Enterprise Development is to promote and facilitate programs and activities that support an environment that provides "Access to Opportunity" to small, minority, and women business owners to participate in GSA contracting nationwide. To accomplish this, the Office plans, implements, and evaluates comprehensive agencywide procurement preference programs, including: the Small Business Program, the Women in Business Program, the Minority Business Enterprise Program, the Subcontracting Program, and the Mandatory Source Program, among others.

The Office coordinates and develops policies that regulate the operation and implementation of the Small Business Programs under sections 8 and 15 of the Small Business Act. The Office, through the Small Business Center Program, provides assistance, information, and counseling to small businesses interested in pursuing Federal Government contracts, and conducts outreach, seminars, liaison, and source listing for small and minority businesses.

The Small Business Centers assist agency procurement officials in the establishment of subcontracting plans and act as liaisons between GSA and the Small Business Administration. The Small Business Centers conduct on-site reviews of vendor subcontracting plans to ensure compliance with the terms of the approved plan.

For further information, call 202–501–1021.

GENERAL SERVICES ADMINISTRATION



Small Business Centers

Region	Address	Telephone
National Capital—Washington, DC	Rm. 1050, 7th & D Sts. SW., 20407	202-708-5804
New England—Boston, MA	Rm. 290, 10 Causeway St., 02222	617-565-8100
Northeast and Caribbean—New York, NY	Rm. 18-130, 26 Federal Plz., 10278	212-264-1234
Mid-Atlantic—Philadelphia, PA	Rm. 808, 100 Penn Sq. E., 19107-3396	215-656-5523
Southeast Sunbelt—Atlanta, GA	Rm. 2832, 401 W. Peachtree St. NW., 30303	404-331-5103
Great Lakes—Chicago, IL	Rm. 3714, 230 S. Dearborn St., 60604	312-353-5383
Heartland—Kansas City, MO	Rm. 1160, 1500 E. Bannister Rd., 64131	816-926-7203
Southwest—Fort Worth, TX	Rm. 11A09, 819 Taylor St., 76102	817-978-3284
Rocky Mountain—Denver, CO	Rm. 145, Denver Federal Ctr., 80225-0006	303-326-7408
Pacific Rim—San Francisco, CA	Rm. 405, 450 Golden Gate Ave., 94102	415-522-2700
Satellite office—Los Angeles, CA	Rm. 3259, 300 N. Los Angeles St., 90012	213-894-3210
Northwest/Arctic—Auburn, WA	400 15th St. SW., 98001	206-931-7956

Contract Appeals The General Services Administration Board of Contract Appeals is responsible for resolving disputes arising out of contracts with the General Services Administration, the Department of the Treasury, the Department of Education, the Department of Commerce, and other independent Government agencies. The Board is also empowered to hear and decide requests for review of transportation audit rate determinations; claims by Federal civilian employees regarding travel and relocation expenses; and claims for the proceeds of the sale of property of certain Federal civilian employees. In addition, the Board provides alternative dispute resolution services to executive agencies in both contract disputes which are the subject of a contracting officer's decision and other contract-related disputes. Although the Board is located within the agency, it functions as an independent tribunal.

For further information, contact the Board of Contract Appeals (G), General Services Administration, Washington, DC 20405. Phone, 202-501-0585.

Equal Employment Opportunity The Office of Equal Employment Opportunity is responsible for the agency's equal employment opportunity program and nondiscrimination in Federal financial assistance compliance and federally conducted programs.

For further information, call 202-501-0767.

Federal Telecommunications Service

The Federal Telecommunications Service (FTS) delivers reimbursable local and long-distance telecommunications, information technology, and information security services to Federal agencies. Its mission is to provide integrated information systems and network solutions that deliver best value and innovation to customers worldwide through its two business lines, Network Services and Information Technology Solutions.

Federal agencies are no longer required to use FTS regional telecommunications services; they may choose any provider in the marketplace. Therefore, it is increasingly essential that FTS remain a competitive service provider and a model of customer service. FTS provides two major reimbursable activities, namely switched services and purchase of telecommunications services (POTS).

FTS2000 The system provides clear and cost-effective long-distance telephone service to 1.7 million users in the Federal Government. It carries 450 million minutes of voice traffic per month—5.4 billion minutes in FY 1996. Through innovative working partnerships with the private sector, FTS2000 uses digital telecommunications and fiber optics to provide state-of-the-art services to customers, including switched voice, packet switched, switched data, dedicated transmission, video

transmission, and switched digital integrated services.

Post-FTS2000 Since the current FTS2000 contracts expire in December 1998, FTS has begun to plan the telecommunications program for the future. In conjunction with the Interagency Management Council for Federal Telecommunications, GSA issued the *Post-FTS2000 Program Strategy* in December 1994, outlining a flexible, evolving approach to provide for comprehensive contracts offering all telecommunications services.

Information Technology Integration GSA's Information Technology Integration (ITI) programs are nonmandatory and fully self-supporting.

—The Federal Information Systems Support Program (FISSP) provides agencies with systems definition and design, business and scientific software services, computer security studies and risk analyses, facilities management, and other related services through contracts with private sector vendors. Its business volume grew 13%, from \$276 million in FY 1995 to \$312 million in FY 1996.

—The Federal Systems Integration and Management Center (FEDSIM) helps agencies acquire and use information systems and technology, including hardware, software, maintenance, training, and analyst support. FEDSIM provides data processing outsourcing services to Federal agencies, offering a quick, low-cost alternative for obtaining commercial data processing services.

—The Federal Computer Acquisition Center (FEDCAC) delivers full-service management of computer acquisitions worth more than \$100 million. Its projects include the FBI Fingerprint Identification System, the State Department mainframe upgrades, the Agriculture Department Forest Service Automation System, and the National Institutes of Health computer facilities acquisition. FY 1996 business volume for FEDCAC and FEDSIM totaled \$240 million, 81% higher than FY 1995 business volume.

—The Federal Acquisition Support for Technology (FAST) procures commercially available off-the-self information technology software,

equipment, and noncomplex integration services. In its first year, FAST provided \$379 million of technological contracting support for Federal agencies.

Information Security The Office of Information Security (OIS) provides worldwide technical system security services to all Federal agencies conducting national security and sensitive operations. Services are also provided to allied nations through the Department of Defense.

Federal Information Center Program A clearinghouse for information about the Federal Government, the program can eliminate the maze of referrals that people have experienced in contacting the Federal Government. Persons with questions about a Government program, service, or agency, and who are unsure of which agency to contact, should contact the Center. A specialist will either answer the question or locate an expert who can.

The Center's telephones are answered by information specialists between 9 a.m. and 8 p.m., eastern time, Monday through Friday, except Federal holidays. The Center's information recordings that discuss frequently asked questions are available 24 hours a day.

For further information, contact the Federal Information Center toll-free. Phone, 800-688-9889. TDD, 800-326-2996.

Federal Information Relay Service (FIRS)

The Service acts as an intermediary for telecommunications between hearing individuals and individuals who are deaf, hard of hearing, and/or have speech disabilities. FIRS is accessible nationwide to all 50 States as well as the District of Columbia, Puerto Rico, the Virgin Islands, and Guam.

FIRS enables Federal employees to conduct official duties and the general public to conduct business with the Federal Government and its agencies. FIRS broadens employment and advances opportunities for individuals who are deaf, hard of hearing, and/or with speech disabilities by ensuring them accessibility to the Federal telecommunications system. There are no restrictions on the length or numbers of calls placed.

For a free copy of the *U.S. Government TDD/TTY Directory*, contact the Consumer Information Center, Department TDD/TTY, Pueblo, CO 81009. The directory is also available electronically through the Internet, at <http://www.pueblo.gsa.gov/>.

For a free copy of the *Federal Information Relay Service Brochure*, contact the GSA Federal Telecommunications Service. Phone, 703-904-2848. TDD, 202-501-2860 or 703-904-2440. To reach the Federal Information Relay Service, call 800-877-8339. For FIRS online directory access, call 800-877-8845 (TDD).

For further information, contact the General Services Administration Federal Telecommunications Service. Phone, 703-904-2848. TDD, 202-501-2860.

Domestic Assistance Catalog The Federal Domestic Assistance Catalog Program collects and disseminates information on all federally operated domestic assistance programs such as grants, loans, and insurance. This information is published annually in the Catalog of Federal Domestic Assistance, and is available through the Federal Assistance Programs Retrieval System, a nationally accessible computer system.

For further information, contact the Federal Domestic Assistance Catalog staff. Phone, 202-708-5126.

Federal Supply Service

The Federal Supply Service (FSS) ensures that the Federal Government's requirements for personal property and administrative services are effectively met at the least overall cost to the taxpayer. It operates a worldwide supply system to contract for and distribute personal property and services to Federal agencies; provides governmentwide programs for transportation and travel management, transportation audits, and Federal fleet management; and administers a governmentwide property management program for the utilization of excess personal property and the donation and sale of surplus personal property.

The Service provides over \$14 billion annually in commercial goods and services to customers worldwide. The supply and procurement business line focuses on obtaining quality goods and services at the best value using the aggregate purchasing power of the Government to pass savings to customers. It actively seeks participation from small businesses and serves as the distributor for mandatory sources under the Javits-Wagner-O'Day Act and Federal Prison Industries. It is also ready to respond to national or military emergencies.

FSS operates a network of distribution facilities which make available over 18,000 high-demand items for freight shipments to large customers or express shipments to customer desktops. Customer orders are filled through the business line distribution system or direct delivery from contractors.

The business line contracts for over 4 million items and services used by both military and civilian agencies, including computers and software, automobiles, airline travel, office equipment and supplies, scientific and law enforcement equipment, small package delivery, and the governmentwide purchase card. The business line reduces the Federal Government's financial, warehousing, transportation, and other administrative costs by eliminating the need for multiple agencies to make repetitive procurements for similar items. It procures a wide range of environmentally oriented products and services aimed at minimizing waste, conserving natural resources, and preventing pollution, including recycled-content products, alternative fuel vehicles, Energy Star computers and other office equipment, energy efficient appliances, safer paints and cleaning products, and recycling systems and services.

To eliminate unnecessary expenditures and maximize the utilization of federally owned personal property, FSS directs and coordinates, on a worldwide basis, a Government property management program. Under the business line, excess personal property valued at approximately \$17.4 billion annually, at

original acquisition cost, is available for transfer to other agencies and, when no longer needed by the Federal Government, is allocated to the States for donation to eligible recipients or disposed of through competitive public sales.

To provide Government agencies with economical fleet management services, FSS operates an Interagency Fleet Management System comprised of approximately 150,000 vehicles, ranging from compact sedans to buses and ambulances. GSA acquires the vehicles, ensures that fuel and maintenance/repair services are available, and disposes of the vehicles when due for replacement. In conjunction with the Department of Energy, FSS introduced alternative fuel vehicles into the Federal fleet, and currently has approximately 10,000 in use.

The Service's Fleet Management Program is also responsible for developing regulations and procedures governing the management and oversight of all Federal Government motor vehicles, except those exempted under the Federal Property and Administrative Services Act of 1949, as amended.

As the Government's civilian freight manager, the FSS transportation business line provides rating and routing services to customer agencies at 20–50 percent off commercial rates, as well as small package overnight delivery service at a savings of 70 percent below commercial rates.

In addition, FSS coordinates governmentwide policy development for the management of Government aircraft through the Interagency Committee for Aviation Policy. Through its Federal Aviation Management Information System, FSS stores aircraft and facility inventory, cost and utilization data, and contract, rental, and charter data pertinent to all civilian agency aircraft.

For further information, contact the Federal Supply Service, Washington, DC 20406. Phone, 703-305-5600.

Public Buildings Service

The Public Buildings Service (PBS) provides space and related services for

other Federal agencies and the Federal courts. Services include design, acquisition, construction, alteration, operation, protection, general management, and disposal. It has responsibility for 260 million square feet of space, excluding external parking areas, in about 7,300 federally owned or leased buildings, in addition to approximately \$6.4 billion in construction projects currently underway. In addition, Executive Order 12512 of April 12, 1985, gave PBS the responsibility to provide leadership in the development and maintenance of needed property management information systems for the Government.

For further information, call 202-501-1100.

Office of the Commercial Broker

The Commercial Broker acquires real property through leases and purchases and directs the development of procedures and specifications related to real property acquisitions, including leasing, building purchases, site acquisition, and easements; marketing vacant space; outleasing vacant space; appraisals and initial assignments of space; lease acquisition delegations; space planning; requirements development; buildout of space; cost estimates; installation of telecommunications/local area networks; furniture procurement, and disposal.

For further information, contact the Office of the Commercial Broker. Phone, 202-501-1025.

Office of Property Management

The Office of Property Management develops and administers programs to: manage and operate Government-owned and leased property; processes related to maintaining space assignments after initial occupancy; manage and administer leases and outleases; ensure service delivery to tenants; distribute rent bills; administer day-to-day operation of occupancy agreements with client agencies; safeguard Federal employees from hazardous exposure to GSA operations or services and environmental matters related to building operations

and alterations; fire protection for all facilities and personnel; alter buildings, systems, and space after initial tenant occupancy; design and construction of alterations, excluding major modernizations; assist regions on procurement issues related to contracting; procure construction, building services, professional services, and architect-engineer services; guide delegated agencies in operation and management of Government-owned and/or -operated buildings; and guide delegated agencies in lease management, administrative contracting officer, and contracting officer's representative activities.

For further information, contact the Office of Property Management. Phone, 202-501-0971.

Office of Property Development

The Office of Property Development plans, directs, and coordinates the nationwide operation of property development business line within PBS. This Office represents property development in agency dealings of national scope with other executive branch agencies, the legislative and judicial branches, and other Government and private-sector interests. It plans, guides, and accommodates temporary and extraordinary real property planning and development efforts requiring enhanced national emphasis and direction, when required by the PBS Commissioner. The Office defines, articulates, advocates, promotes, and interprets PBS vision and principles for excellence in public architecture, engineering, and construction. It maintains arrangements for eliciting advisory input from nationally renowned design professionals on major product design commissions and design solutions; fosters design quality through sponsorship of award, peer review, and other similar programs; and directs, coordinates, and performs all personnel management and administrative support functions for the Office of Property Development.

For further information, contact the Office of Property Development. Phone, 202-501-0887.

Office of the Federal Protective Service

The Office of the Federal Protective Service develops and administers guidelines and standards for uniformed force operations, and investigates criminal offenses not involving GSA employees. The Office conducts preliminary investigations of accidents, incidents, and criminal complaints occurring on GSA-controlled property. The Federal Protective Service coordinates with appropriate Federal Emergency Management Agency representatives for security and law enforcement requirements. It gathers protective intelligence information pertaining to demonstrations, bomb threats, and other criminal activities. The Office provides centralized communication, alarm monitoring, and coordination for State and Federal officials regarding Federal facilities. It develops a nationwide physical security protection program and coordinates a nationwide Occupant Emergency Program.

For further information, contact the Office of the Federal Protective Service. Phone, 202-501-0907.

Office of Property Disposal

The Office of Property Disposal develops and administers programs related to the utilization of excess and surplus real property; disposal of surplus real property by sale, exchange, lease, assignment, transfer, permit; protection and maintenance of excess and surplus property pending disposition disposal of Defense Industrial Reserve Plants; and disposal services to agencies which have their own disposal authorities on a reimbursable basis, e.g., seized, forfeited, or foreclosed. The Office directs the development of a national plan to market properties and buildings. It also establishes national benchmarking standards and a customer liaison program.

For further information, contact the Office of Property Disposal. Phone, 202-501-0210. E-mail, property.disposal@gsa.gov.

Office of Portfolio Management

The Office of Portfolio Management conducts strategic and business, portfolio, and asset planning; makes capital investment decisions and obtains capital resources; manages the national portfolio of real estate and art assets; obtains the support of other service providers; evaluates portfolio and service provider performance; and provides guidance and assistance to regional portfolio managers and other business lines.

For further information, contact the Office of Portfolio Management. Phone, 202-501-0638.

Office of Business Development

The Office of Business Development directs the policy and management of

the National Account Executive and Regional Account Manager programs which facilitate the development of strategic partnerships with client agencies; performs research and analysis of PBS long-term strategic and business direction; directs the national real property strategic marketing plans and programs; and develops and implements national customer outreach and public affairs programs.

For further information, contact the Office of Business Development. Phone, 202-501-0018.

Regional Offices Regional offices are located in 11 U.S. cities. Within its area of jurisdiction, each regional office is responsible for executing assigned programs.

Regional Offices—General Services Administration

Region	Address	Administrator
New England	Boston, MA (10 Causeway St., 02222)	Robert J. Dunfey, Jr.
Northeast and Caribbean ...	New York, NY (26 Federal Plz., 10278)	Karen R. Adler
Mid-Atlantic	Philadelphia, PA (100 Penn Sq. E., 19107-3396)	Rafael Borrás, <i>Acting</i>
Southeast Sunbelt	Atlanta, GA (Suite 2800, 401 W. Peachtree St. NW., 30365)	Carol A. Dortch
Great Lakes	Chicago, IL (230 S. Dearborn St., 60604)	William C. Burke
The Heartland	Kansas City, MO (1500 E. Bannister Rd., 64131)	Glen W. Overton
Greater Southwest	Fort Worth, TX (819 Taylor St., 76102)	John Poulard
Rocky Mountain	Denver, CO (Denver Federal Ctr., 80225-0006)	Polly B. Baca
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Kenn N. Kojima
Northwest/Arctic	Auburn, WA (GSA Ctr., 98002)	L. Jay Pearson
National Capital	Washington, DC (7th and D Sts. SW., 20407)	Nelson B. Alcalde

Sources of Information

Consumer Information Center (CIC)

Organized under the Office of Public Affairs, CIC assists Federal agencies in the release of relevant and useful consumer information and generates increased public awareness of this information. CIC publishes quarterly the *Consumer Information Catalog*, which is free to the public and lists more than 200 free or low-cost Federal consumer interest publications. Topics include health, food, nutrition, money management, employment, Federal benefits, the environment, and education. The *Catalog* is widely distributed through congressional offices, Federal facilities, educators, State and local governmental consumer offices, and private nonprofit organizations. For a free copy of the *Catalog*, write to the Consumer Information Center, Pueblo,

CO 81009. Phone, 888-8-PUEBLO (toll-free). Bulk copies are free to nonprofit organizations. Information regarding the Consumer Information Center is also available electronically through the Internet, at <http://www.pueblo.gsa.gov/>.

Contracts Individuals seeking to do business with the General Services Administration may obtain detailed information from the Business Service Centers listed in the preceding text. Inquiries concerning programs to assist small business should be directed to one of the Business Service Centers.

Electronic Access Information about GSA is available electronically through the Internet, at <http://www.gsa.gov/>.

Employment Inquiries and applications should be directed to the Human Resources Operations Division (CPS), Office of Human Resources, General Services Administration, Washington, DC

20405. Schools interested in the recruitment program should contact the Human Resources Operations Division (CPS), Office of Human Resources, Washington, DC 20405 (phone, 202-501-0370), and/or the appropriate regional office listed above.

Fraud and Waste Contact the Inspector General's Office at 800-424-5210 (toll-free) or 202-501-1780 (in the Washington, DC, metropolitan area).

Freedom of Information and Privacy Act Requests Inquiries concerning policies pertaining to Freedom of Information Act and Privacy Act matters should be addressed to the General Services Administration (CAIR), Attn: GSA FOIA or Privacy Act Officer, Room 7102, Washington, DC 20405. Phone, 202-501-2691. TDD callers may use the Federal Information Relay Service (phone, 202-708-9300; fax, 202-501-2727). FOIA or Privacy Act requests concerning GSA regions should be directed to the FOIA or Privacy Act officers for the particular region (see regional office listing in the preceding text).

Public and News Media Inquiries The Office of Public Affairs is responsible for the coordination of responses to inquiries from both the general public and news media, as well as for maintaining an information network with agency employees with regard to items of interest to the Federal worker. The Office issues news releases and is responsible for publishing the *GSA Update*, a daily bulletin of noteworthy items designed to keep agency employees apprised of pertinent issues.

Publications Many publications are available at moderate prices through the

bookstores of the Government Printing Office or from customer supply centers. Others may be obtained free or at production cost from a Business Service Center or a Federal Information Center. (See pages 585 and 588, respectively.) The telephone numbers and addresses of the Federal Information Centers and of the Government Printing Office bookstores are listed in local telephone directories. If a publication is not distributed by any of the centers or stores, inquiries should be directed to the originating agency's service or office. The addresses for inquiries are:

Public Buildings Service (P), General Services Administration, Washington, DC 20405

Federal Supply Service (F), General Services Administration, Washington, DC 20406

Office of Finance (BC), General Services Administration, Washington, DC 20405

Federal Telecommunications Service (T), General Services Administration, Falls Church, VA 22043

Those who would like a list of publications or who are not certain of the service or office of origin should write to the Director of Publications (XD), General Services Administration, Washington, DC 20405. Phone, 202-501-1235.

Small Business Activities Inquiries concerning programs to assist small businesses should be directed to one of the Small Business Centers listed in the preceding text.

Speakers Inquiries and requests for speakers should be directed to the Office of Public Affairs (X), General Services Administration, Washington, DC 20405 (phone, 202-501-0705); or contact the nearest regional office.

For further information concerning the General Services Administration, contact the Office of Public Affairs (X), General Services Administration, Washington, DC 20405. Phone, 202-501-0705. Internet, <http://www.gsa.gov/>.